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# **Project Management Office**

## **Change Management Plan for Grants, Contracts, and Loans Management System**

Revision #1.4

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Office of Financial Management

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## Overview

This document describes the change control process that will be used for requesting and managing changes to scope, requirements, or design once deliverables have been finalized/baselined.

This process ensures the following:

- Proposed changes are carefully evaluated and tracked so change requests are not lost or overlooked
- The appropriate individuals make good business decisions at regular intervals based on analysis of potential impacts and benefits of each proposed change
- Changes are communicated to all affected participants
- The project incorporates changes in a disciplined fashion
- The most appropriate changes are adopted and tracked
- Impacts to projects are controlled and communicated

The evaluation of the change request looks at the impact the change will have on the product and the overall project. For example, will the change require additional costs, resources, time? Will the benefit from the change outweigh the negative impact to the project?

## Change Process

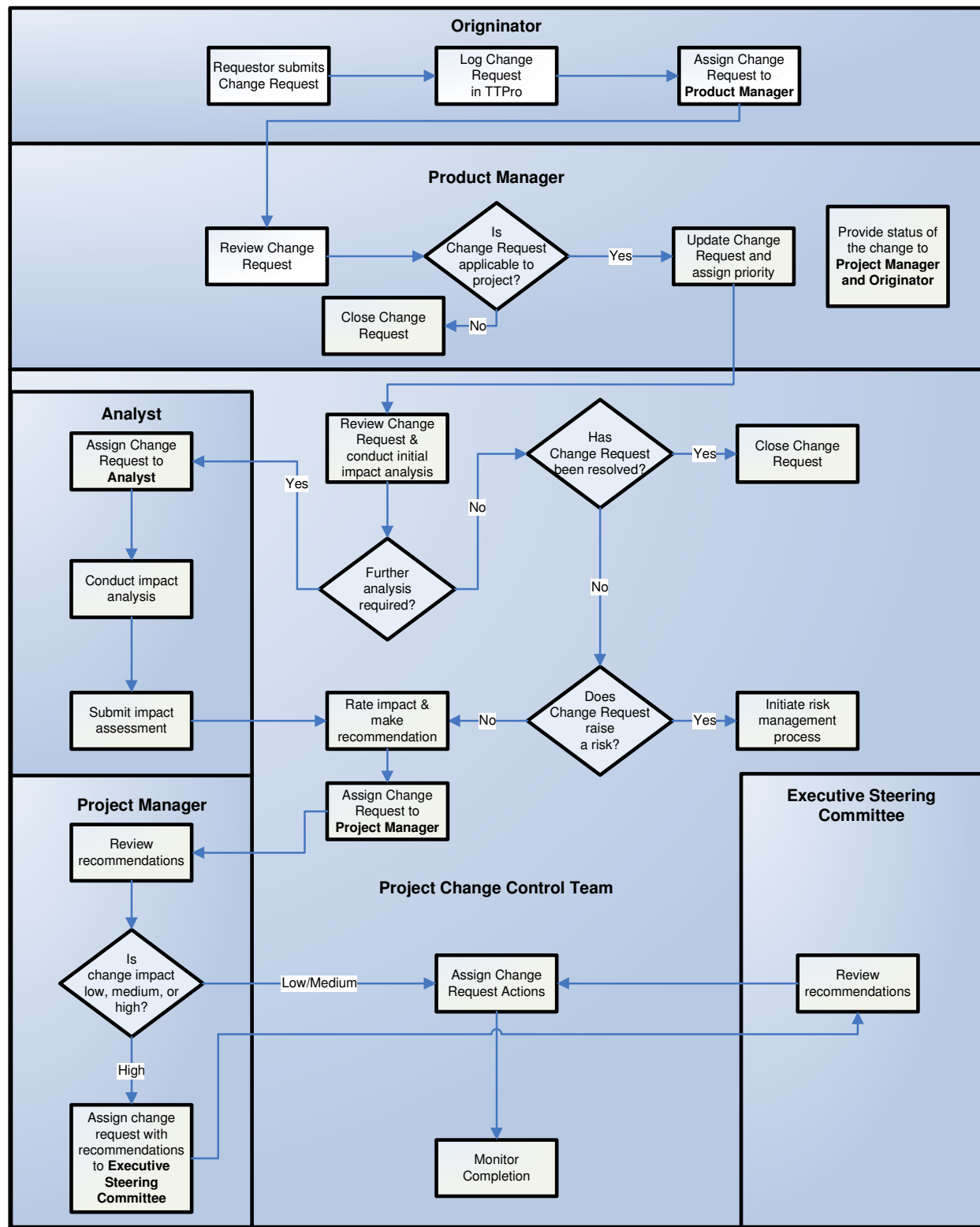
### ***Change Request:***

For the purpose of this document, “**change**” is defined as any request that would alter a deliverable that has been identified as final. Examples include, but are not limited to, project charter, functional requirements, non-functional requirements, and design specifications.

### ***Change Control Policy:***

- All changes must follow the change control process
- No design or implementation work, other than feasibility exploration, will be performed on unapproved changes
- Simply requesting a change does not guarantee that it will be made
- The status of all change requests will be available through TestTrack Pro
- The original text of a change request will not be modified or deleted from the TestTrack Pro
- Every incorporated change must be traceable to an approved change request

# Change Process Flowchart



# Change Management Roles and Responsibilities

## ***Executive Sponsor / Executive Steering Committee***

*Sadie Rodriguez-Hawkins, Jan Marie Ferrell, Polly Zehm*

- Reviews high impact change requests, impact analysis, and recommendation
- Either approves the resolution, denies the resolution, or places the resolution on hold
- Ensures any required additional resources are available

## ***Project Manager***

*Doug Beam*

- Coordinates regularly scheduled meetings for the Project Change Control Team
- Assigns high impact change request, impact analysis, and recommendation to Executive Steering Committee for approval
- Makes necessary updates to project plan
- Either approves medium to low impact change request, denies the request, or places change request on hold
- Assists in securing additional resources, if necessary

## ***Product Manager***

*Owen Barbeau*

- Tracks status of change request
- Logs changes from anyone not actively involved with the project in TestTrack Pro
- Clarifies change request
- Keeps originator apprised of change request status
- Assigns change request priority
- May assign change request to analyst for impact analysis
- Reviews change requests with Project Change Control Team
- Forwards change request, impact analysis, and recommendation to Project Manager
- Performs a value analysis
- Develops business case

## ***Originator***

*Anyone can be a change originator*

- Documents the change request as clearly and completely as possible in TestTrack Pro.
- Assigns change request to Product Manager

## ***Analyst***

*Any project team member assigned a change request for impact analysis*

- Researches and clarifies changes as needed
- Identifies impact areas (e.g. requirements, design, testing)

- Estimates time and resources required to make the change
- Identifies where added tasks fit into project plan
- Updates request in TestTrack Pro with impact analysis
- Assigns updated TestTrack Pro issue to Project Manager
- Updates Functional and Application Specifications as necessary

### **Project Change Control Team**

*Doug Beam, Owen Barbeau, Jason Henderson, Christi Johnson, Travis Nation, Liz Saylor, Rick Castro, Sierra Systems, OGMA Consulting*

- Reviews changes and conducts impact analysis using the Impact Analysis document located at  
<\\Ofmapoly003\gwu\SWFS\Agreement Mgmt\GCLM\Project Working Docs\Project Management\3-Control\Change\impact analysis checklist.doc>
- Makes recommendations to Project Manager

## **Change Analysis**

The impact of changes will be analyzed by evaluating first their consequence, or the penalty for not addressing the issue. Guidelines for evaluating consequence are in the table below.

<b>Consequences: Evaluating penalty for not addressing the change</b>			
<b>Impact Area</b>	<b>Low (1)</b>	<b>Medium (2)</b>	<b>High (3)</b>
<b>Technical Performance</b>	Minimal or no impact  Acceptable – some reduction in margin	Acceptable – significant reduction in margin	Acceptable – no remaining margin  Unacceptable
<b>Schedule</b>	Minimal or no impact  Additional resources required – able to meet dates	Minor slip in key milestone – unable to meet dates	Major slip in key milestone or critical path impacted  Cannot achieve major project milestones
<b>Cost</b>	Minimal or none  <5% cost increase	5-10% cost increase	>10% cost increase

<b>Consequences: Evaluating penalty for not addressing the change</b>			
<b>Impact Area</b>	<b>Low (1)</b>	<b>Medium (2)</b>	<b>High (3)</b>
<b>Scope/ Functionality</b>	Insignificant change in scope	Minor areas of change in scope	Major areas of change in scope  Scope changes unacceptable to client or significantly alters the project or deliverables.
<b>Quality</b>	Minimal or no impact  Acceptable – some reduction in margin	Acceptable – significant reduction in margin	Acceptable – no remaining margin  Unacceptable
<b>Impact on other teams</b>	Minimal or no impact  Additional resources required – able to meet dates	Minor slip in key milestone – unable to meet dates	Major slip in key milestone or critical path impacted  Cannot achieve major project milestones
<b>Policy Issue</b>			Policy issues require approval by Executive Sponsors

The analyst will then combine the consequence rating with the probability of the change to occur, to reach an impact rating of high, medium, or low

**Change Impact = Potential Consequence \* Probability of Occurrence**

<b>Impact Severity</b>				
<b>Consequence</b>	High (3)	(3)	(6)	(9)
	Medium (2)	(2)	(4)	(6)
	Low (1)	(1)	(2)	(3)
		1	2	3
	<b>Probability</b>			

### **Probability of Occurrence**

1. Minimal /Unlikely/Rarely

2. Probable/Likely/Sometimes
3. Significant/Highly Likely/Always

Change Request Impact Rating	
High (6-9)	High: <ul style="list-style-type: none"> <li>• Significant impact on cost, schedule, and performance</li> <li>• Significant action required</li> <li>• High priority management attention required</li> </ul>
Medium (3-4)	Medium: <ul style="list-style-type: none"> <li>• Some impact</li> <li>• Special attention may be required</li> <li>• Additional management attention may be required</li> </ul>
Low (1-2)	Low: <ul style="list-style-type: none"> <li>• Minimal impact</li> <li>• Normal oversight needed to ensure risk remains low</li> </ul>

Depending on whether the impact is high, medium or low, either the Project Change Control Team or the Executive Steering Committee will assign actions and monitor completion of the change.

Changes may also pose risks. If so, they will be logged as risks, tracked as appropriate, and addressed according to the Risk Management Plan.

## Change Request Log via TestTrack Pro

This project will use TestTrack Pro to track changes. The link to TestTrack Pro is: <http://198.238.39.8/scripts/ttcgi.exe?command=loginscreen>

The TestTrack Pro change request will be identified as:

Issue Type: Change

Business Unit: Agreement Management

Product: GCLM

Sub-product:

Project: this may be assigned if it is known which project it is affecting. This will include phases and iterations of this project.

The GCLM Lead Tester is responsible for creating and maintaining the project, product, sub-products, and sub-sub products in TestTrack Pro. The GCLM Lead Tester is also responsible for creating reports necessary for tracking and training team members on the use of TestTrack Pro.



## Change Tracking with TestTrack Pro

The following table describes the crosswalk where the above change request details will be located

Change Management Details		TestTrack Pro Screen
Change ID		Number
Change Request Description		Issue Summary
Change Request Details		Issue Details
	Justification Impact if not implemented	
Change Request Impact Analysis		Steps to Reproduce
	Scope & Requirements Project Risk Schedule Budget Project Management	
Alternatives and Recommendations		Estimate Module
Resolution Description		Fix Module
Request Implementation Activities		Verify Module

## Change Request Details:

The following elements will be captured in TestTrack Pro:

### ***Change Request Description***

Describe the change being requested. Include a description of impacts to existing objectives and deliverables as well as any new objectives and deliverables.

### ***Change Request Details***

#### ***Justification***

Provide a business case for the change being requested.

#### ***Impact if not implemented***

Describe the impact if the requested change is not implemented as requested. Discuss any issues of timing of implementation.

## ***Change Request Impact Analysis***

### ***Scope & Requirements***

Describe the impacts on project requirements including whether this is in or out of scope of the project as required.

### ***Project Risk***

Describe risks associated with this change or overall impacts of change on project risks.

### ***Schedule***

Describe potential impacts of change on project schedule. Include description of proposed implementation schedule associated with this change.

### ***Budget***

Include information about impacts on project budget. Provide specific details on costs associated with the change.

### ***Project Management***

Describe any impacts to the project management plan or project organization.

## ***Alternatives***

Describe alternatives to the proposed change.

## ***Recommendation***

Include a recommendation of proposed action based on recommended change and impacts.

## ***Resolution Description***

Include information about what is to happen with this change request (e.g., approved, denied, on hold, etc.), the date this decision was made, who was involved in the decision and the rationale for the decision.

## ***Request Implementation Activities***

Describe specific follow-on activities required by the resolution, assigned resource, timeline and other details. Include references to modifications to the project schedule and project or project management deliverables as appropriate.

## Acceptance

We, the undersigned project members, have reviewed this document and approve its contents. Acceptance signatures are contained in a separate document.

Name and Title	Signature	Date
Sadie Rodriguez-Hawkins Executive Sponsor		
Jan Marie Ferrell Executive Steering Committee		
Polly Zehm Executive Steering Committee		
Lynne McGuire Business Manager		
Doug Beam Project Manager		

## Appendix A – Revision History

<u>Revision</u>	<u>Date</u>	<u>Author</u>	<u>Description of change</u>
1.0	9/7/2007	Doug Beam	Created
1.1	9/27/2007	Doug Beam	Incorporated review comments
1.2	12/5/2007	Doug Beam	Made minor grammar changes
1.3	3/24/2008	Doug Beam	Updated with suggestions from Sierra and added Lynne McGuire.
1.4	7/29/08	Anwar Wilson	Changed Susan Dodson to Owen Barbeau.